



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2154

Examiner: Patel, Ashokkumar B.

In Re: Yevgeniy Petrovykh
Case: P5063
Serial No.: 09/932,033
Filed: 08/17/2001
Subject: Method and Apparatus for Intelligent Routing of Instant Messaging
Presence Protocol (IMPP) Events among a Group of Customer Service
Representatives

Commissioner for Patents
P.O. Box 1450
Alexandria VA 22313-1450

Response D